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RILEY BOYLE

v.

LEGACY HEALTH PLAN NO. 504, LEGACY HEALTH, and
PACIFICSOURCE HEALTH PLANS

File Name: disc_rec_PS_003003_2018.02.27_Phone
Call_Boyle.wav

1 LINDSAY: Customer service. This is
2 Lindsay. How can I help you today?

3 JOSIE BOYLE: Hi, Lindsay. My name's
4 Josie. I'm a member, and I have some questions
5 about an appeal.

6 LINDSAY: Of course, let me take a look
7 for you. And, Josie, what's a good call back
8 number in case we get disconnected?

9 JOSIE BOYLE: 971-344-1520.

10 LINDSAY: Thank you. And then your
11 member ID number.

12 JOSIE BOYLE: You know, I don't have it
13 with me.

14 LINDSAY: That's okay. What is your
15 date of birth?

16 JOSIE BOYLE: 7/24/73.

17 LINDSAY: And your last name?

18 JOSIE BOYLE: Boyle, B-O-Y-L-E.

19 LINDSAY: Perfect. There you are. And
20 then will you verify your address for me?

21 JOSIE BOYLE: 7015 Southeast 16th
22 Avenue, Portland, Oregon 97202.

23 LINDSAY: Okay, great. So, I have your
24 account all pulled up. And what is your question
25 about the appeal?

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1 JOSIE BOYLE: Um...so, um...it's about
2 a claim -- it's the claim from August -- excuse
3 me -- let's see. I have the Claim ID number, I
4 don't know if that helps.

5 LINDSAY: Oh, that's okay. I'm just
6 going to pull up claims from August. I'm sure
7 I'll be able to tell which one it is.

8 JOSIE BOYLE: Okay. It's for my
9 daughter, Riley.

10 LINDSAY: Oh, Riley. Okay. Perfect.
11 And what is Riley's date of birth?

12 JOSIE BOYLE: 8/15/2000.

13 LINDSAY: And was it with New Vision?

14 JOSIE BOYLE: Yeah.

15 LINDSAY: Okay. Let me just open that
16 up for us. And have you submitted the appeal yet
17 or are you about to submit the appeal?

18 JOSIE BOYLE: Well, one question, how
19 long do I have to appeal?

20 LINDSAY: Okay. So you have 180 days -
21 -

22 JOSIE BOYLE: Okay.

23 LINDSAY: -- from the determination of
24 the claim.

25 JOSIE BOYLE: And that was October?

1 LINDSAY: Let's look for New Vision.
2 So, with the New Vision Wilderness it shows from
3 6/2/17 to 8/14/17. Is that the one that we're
4 looking at?

5 JOSIE BOYLE: Mm hm.

6 LINDSAY: Okay. Perfect. And, yep,
7 that was October 8th.

8 JOSIE BOYLE: Okay.

9 LINDSAY: So, you have a 180 days from
10 October 8th --

11 JOSIE BOYLE: Okay.

12 LINDSAY: -- to get that submitted to
13 us.

14 JOSIE BOYLE: Great. Yeah, I was just
15 getting nervous that I was getting close to that.
16 Am I getting close to that?

17 LINDSAY: I think so. What is -- what
18 is that, six months? October, November, March,
19 April -- yeah, you have a little bit of time
20 left, so --

21 JOSIE BOYLE: Okay. What is the appeal
22 process? How do I -- do I fill out of a form or
23 --?

24 LINDSAY: There is no form for the
25 appeal. Instead, basically, what you do is you

1 write a letter and just state your case, get any
2 medical documentation together that helps show
3 the medical necessity of where Riley was located
4 for her treatment and then basically tell us why
5 you wish to have this claim reconsidered and paid
6 at the in-network rate if that's possible.

7 JOSIE BOYLE: Okay. Great. Thank you
8 so much.

9 LINDSAY: Okay. Of course. Do you
10 want the e-mail address to send that letter to?

11 JOSIE BOYLE: Sure.

12 LINDSAY: So it's l-c, so for legal and
13 compliance --

14 JOSIE BOYLE: Mm hmm.

15 LINDSAY: -- at pacificsource.com.

16 JOSIE BOYLE: Great. Thank you so
17 much.

18 LINDSAY: You're welcome. Anything
19 else I can help you with?

20 JOSIE BOYLE: Nope. That's it.

21 LINDSAY: Okay. Have a good day.

22 JOSIE BOYLE: You too. Bye-bye.

23 LINDSAY: Thank you. Bye.
24
25

C E R T I F I C A T I O N

I, Sonya Ledanski Hyde, certify that the
foregoing transcript is a true and accurate
record of the proceedings.

Sonya M. Ledanski Hyde

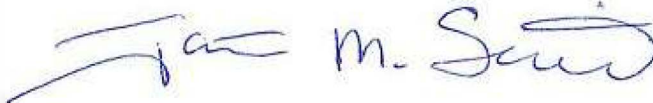
Veritext Legal Solutions
330 Old Country Road
Suite 300
Mineola, NY 11501

Date: May 11, 2021

C E R T I F I C A T E

I, Janette M. Schmitt, a Certified Shorthand Reporter for Oregon, do hereby certify that after having listened to an audio recording, that Sonya Ledanski Hyde transcribed all testimony adduced and other oral proceedings had, and that thereafter her notes were reduced to typewriting under her direction; and that the foregoing transcript, pages 1 to 6, both inclusive, constitutes a full, true and accurate record of all such testimony adduced and oral proceedings had, and of the whole thereof.

Witness my hand and CSR stamp at Vancouver, Washington, this 11th day of May, 2021.



JANETTE M. SCHMITT

Certified Shorthand Reporter

Certificate No. 90-0093

Expiration Date: 6/30/2023

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